

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	Nevada County Child Protective Services will maintain a master file of all Nevada County children placed in foster care. Information concerning Nevada County children in foster care will be updated on a monthly basis to ensure that accurate placement information is provided to, and maintained by, the Child Protective Services Supervisors and Program Manager. Each Social Worker will maintain contact information for each

	<p>child in foster care, including the name(s) of the care provider(s), telephone number, mailing address, physical address, and 24-hour telephone number for the Foster Family Agency Social Worker, if applicable.</p> <p>In the event of an emergency or disaster, emphasis shall be placed on maintaining displaced foster youth with their current care providers, unless circumstances arising from the emergency or disaster require placement of the child in another foster home.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>Nevada County Child Protective Services Social Workers will maintain accurate contact information for each Nevada County child placed in foster care, including:</p> <p>Name(s) of the care provider(s), telephone number, mailing address, physical address, and 24-hour telephone number for the Foster Family Agency Social Worker, if applicable.</p> <p>Upon placement of a Nevada County child in foster care, the placing Social Worker will implement an appropriate contact procedure with the foster care provider and Foster Family Agency Social Worker (if applicable) to promote Child Protective Services' communication with the care providers in the event of an emergency. Such information shall include:</p> <ul style="list-style-type: none"> Care provider's daytime and evening phone numbers; Care provider's cell phone, if applicable; Foster Family Agency's 24-hour phone number; Foster Family Agency's Social Worker's cell phone;

	<p>In the event of an emergency or disaster, the care providers will first attempt to contact Nevada County Child Protective Services via the 24-hour emergency intake line at (530) 273-4291. In the event the care provider is unable to contact Child Protective Services via the emergency intake line, the care provider will next attempt to contact the assigned Child Protective Services' Social Worker via the Social Worker's direct phone number, followed by the Social Worker's cell phone number.</p> <p>In the event of a disaster or emergency impairing Child Protective Services' ability to provide direct services to a Nevada County foster child, the care provider will be provided with appropriate contact information on agencies that will provide services for the child until Child Protective Services is able resume service delivery. In the event of a disaster or emergency, the care provider shall not relinquish placement care of the child without the authorization of Child Protective Services.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>The care providers will maintain an emergency evacuation plan. The emergency evacuation plan shall include the following:</p> <ul style="list-style-type: none">• Detailed evacuation plan and procedures, including an evacuation map, addresses and contact information for local shelters, addresses and contact information for local medical facilities, and identification and tracking information concerning foster children in their care during the evacuation period;• Identification of essential care and support services for Nevada County foster children, including emergency housing, medical care, food, clothing, and crisis intervention services.

In the event that Nevada County Child Protective Services is notified that a disaster or emergency will occur, which may place a Nevada County foster child at risk, Child Protective Services shall do the following:

1. Contact the State and County Offices of Emergency Services to determine the seriousness of the reported emergency or disaster for purposes of determining whether Nevada County foster children require evacuation or removal from the care providers;
2. Contact the care provider for purposes of assessing the care provider's ability to provide continued placement care for the foster child;
3. Convene appropriate Child Protective Services personnel, including placing Social Worker, Supervisor, and Program Manager, for purposes of evaluating and determining appropriate evacuation procedures.

In the event the care provider is unable to provide continued care for the foster child during the emergency or disaster, the child welfare social worker shall:

- Notify his/her Supervisor and/or Program Manager of the situation for purposes of determining an appropriate course of action, including:
 - a) Identification of respite care providers and emergency foster care shelters;
 - b) Initiating contact with other county Child Protective Agencies for purposes of accessing emergency placement services.

Essential Function:

4. Identification of evacuation procedures – Event not known in advance

Process Description:

The care providers will maintain, and provide the placing Child Protective Services Social Worker with, an emergency evacuation plan for use in the event of an emergency or disaster. The emergency evacuation plan shall include the following:

- Detailed evacuation plan and procedures, including an evacuation map, addresses and contact information for local shelters, addresses and contact information for local medical facilities, and identification and tracking of foster children during the evacuation period;
- Identification of essential care services and support for Nevada County foster children, including emergency housing, medical care, food, and crisis intervention services.

In the event that Nevada County Child Protective Services is notified that a disaster or emergency has occurred, Child Protective Services shall:

- Contact the State and County Offices of Emergency Services to determine the seriousness of the reported emergency or disaster and whether Nevada County foster children require evacuation or removal from the care provider;
- Contact the care provider for purposes of assessing the care provider's ability to provide continued placement care for the foster child;
- Convene appropriate Child Protective Services personnel, including the Social Worker, Supervisor, and Program Manager for purposes of evaluating and determining appropriate emergency response services to promote the health and safety of Nevada County foster youth during the emergency or disaster situation.

In the event the care provider is unable to evacuate the foster child or otherwise provide continued care of the foster child during the emergency

	<p>or disaster, the Social Worker shall:</p> <ul style="list-style-type: none"> • Notify his/her Supervisor and Program Manager of the situation for purposes of determining an appropriate course of action, including: <p>c) Identification of respite care providers and emergency foster care shelters;</p> <p>d) Contacting other County Child Protective Agencies for purposes of accessing emergency placement services.</p>
Essential Function:	5. Identification of shelters
Process Description:	Nevada County Child Protective Services will maintain a current list of available foster care shelters for placement of Nevada County foster youth in emergency or disaster situations. In the event of an emergency or disaster, the placing Social Worker shall provide the care provider with contact information for local foster care shelters, and assist in the coordination of shelter care services.
Essential Function:	6. Parental notification procedures
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services will make reasonable efforts to timely notify the parents of Nevada County foster youth impacted by an emergency or disaster. Parental notification shall include an overview of the emergency or disaster and the response plan. Parental notification shall first be attempted by the assigned Social Worker, followed by the Supervisor, Program Manager, or emergency response Social Workers. Parental notification shall include:</p> <ul style="list-style-type: none"> • The nature and extent of the emergency or disaster; • Any change to the child's placement resulting from the emergency or disaster;

	<ul style="list-style-type: none"> • Plan for periodic parental updates concerning the child's placement status.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services will contact the care provider and determine alternative means of promoting continuity of foster care services during the emergency or disaster. Considerations shall include:</p> <ul style="list-style-type: none"> • The ability of the current care provider to provide and/or arrange continued foster care services; • Determination of alternative processes for providing continued foster care services; • Determination of time-lines for arranging needed alternative processes for continued services; • Identifying priority of foster youth service needs during an emergency or disaster.
Essential Function:	8. Staff assignment process
Process Description:	<p>Nevada County Child Protective Services will ensure adequate staffing at all times during an emergency or disaster. Staffing coverage shall include a 24-hour emergency response telephone number, after-hours emergency Social Worker response, and protocol for 24-hour Supervisor and Program Manager access by child welfare personnel during the emergency or disaster. In the event of an emergency or disaster, the Program Manager and Supervisors will convene and determine necessary staffing assignments to promote adequate staffing for the delivery of child welfare services during the emergency or disaster.</p>

Essential Function:	9. Workload planning
Process Description:	<p>In the event of an emergency or disaster affecting Nevada County foster youth, Nevada County Child Protective Services personnel shall convene for purposes of workload planning. Considerations shall include:</p> <ul style="list-style-type: none"> • Availability of social work staff during the emergency or disaster; • Priority of foster youth needs during the emergency or disaster; • Identification of available community support services to assist in the continued delivery of services; • Prioritization of service delivery during the emergency or disaster; • Coordination with Probation Department personnel to promote efficiency of service delivery to Nevada County foster youth placed by the Probation Department and Child Protective Services.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>In the event that an emergency or disaster compromises the continued use of Nevada County Child Protective Services facilities, the Program Manager will identify alternative operational sites for use by Child Protective Services personnel.</p> <p>The Program Manager will ensure that the Director of the Nevada County Department of Social Services, all local law-enforcement agencies, the Nevada County Probation Department, and the Nevada County Office of Emergency Services are notified of the alternative operations sites.</p> <p>The Program Manager will identify and collect the following items for use at the alternative operational sites:</p>

	<ul style="list-style-type: none"> • Essential foster youth case records and contact information; • Care provider contact information; • Employee and management contact information; • Spare keys to all Nevada County Child Protective Services vehicles; • Portable electronic equipment, including cell phones, laptop computers, pagers, car chargers for cell phones and laptop computers, and back-up battery supplies; • Portable first aid kits in each vehicle and alternative operations sites. <p>The Program Manager will determine when normal operations can be resumed at the dedicated Child Protective Services offices, including a plan for transitioning operations back to the dedicated sites following the emergency or disaster.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	All Nevada County Child Protective Services personnel will be provided with annual training on the Child Welfare Services Disaster Response Plan. Verification of the trainings will be maintained by the Program Manager.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	Nevada County Child Protective Services will investigate reported child abuse or neglect cases in areas adversely affected by an emergency or

	<p>disaster. In the event that a child is determined to be at substantial risk of abuse or neglect, the investigating Social Worker shall determine whether foster care placement is necessary for the protection of the child. In the event that the child is not determined to be at substantial risk of abuse or neglect, the Social Worker shall determine whether child welfare services are required for the protection of the child, or whether other identified community services are available to meet the immediate needs of the child and family.</p> <p>Nevada County Child Protective Services will identify the unique needs of children and families resulting from the emergency or disaster, and will provide assessment, referral, and support services to the identified children and families in need, including:</p> <ul style="list-style-type: none">Assessment of child and family needs during the emergency or disaster, including child abuse/neglect risk assessments and crisis intervention services.Referral services for emergency shelters;Referral services for emergency assistance to families in need during the emergency or disaster, including medical care, food, clothing and financial aid;Referral services to community agencies providing crisis intervention services;Assistance in locating available relatives or non-relatives for temporary housing of displaced families. <p>Foster care placement for abused, neglected, or displaced children during the emergency or disaster.</p>
Essential Function:	2. Implementation process for providing new services

Process Description:	Consistent with county and state protocols, Nevada County Child Protective Services will provide child welfare services to abused or neglected children and their families during emergency or disaster situations. The Program Manager, Supervisors, and Social Workers will convene for purposes of determining the unique service needs of the families affected by the emergency or disaster and will initiate necessary referrals for the delivery of identified service needs. The Social Workers will make all reasonable efforts to maintain compliance with county and state protocols for the delivery of child welfare services during the emergency or disaster.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>Nevada County Child Protective Services will include as part of its Child Welfare Services Disaster Response Plan a protocol for ensuring continued communication between Social Workers and other essential child welfare personnel who become displaced because of an emergency or disaster. In the event of such an emergency or disaster, the following protocol shall be followed:</p> <p>Each Social Worker and essential child welfare personnel will ensure that their county-issued cell phones are charged on a daily basis and maintained in good working order.</p> <p>Social Workers and essential child welfare personnel will maintain current employee contact information, including office, cell, and home telephone numbers of all Social Workers, essential child welfare personnel, Supervisors, and the Program Manager.</p>

	<p>In the event that a Social Worker or other essential child welfare employee is displaced because of an emergency or disaster, the Social Worker or employee will first attempt to contact his/her immediate Supervisor in the order of work phone, cell phone, and home phone. In the event that the displaced employee is unable to reach his/her Supervisor, the employee will attempt to reach the Program Manager in the order of work phone, cell phone, and home phone. In the event that the displaced employee is unable to reach the Program Manager, the employee will attempt to reach another Social Worker or essential child welfare employee in order of work phone, cell phone, and home phone.</p> <p>In the event that communication by a displaced employee is not possible, the employee will attempt to contact the nearest law enforcement agency to report his/her status and request that the information be forwarded to Nevada County Child Protective Services.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	The Program Manager will ensure that a child welfare personnel contact information form is reviewed on a monthly basis and provided to all child welfare personnel. The form shall include contact information for all child welfare personnel, including work telephone numbers, cell phone numbers, home telephone numbers, and home physical addresses. Each child welfare employee shall maintain a copy of the contact information form both at work and home
Essential Function:	3. Communication structure – contracted services
Process Description:	The Program Manager will ensure that all Social Workers maintain contact

	<p>information for all contracted service providers such that child welfare personnel will be able to contact the contracted provider in the displaced employee's absence. The information shall include a communication structure to promote ongoing communication between child welfare personnel and the contracted service providers during an emergency or disaster. Additionally, the contracted service providers shall be provided with the Nevada County Child Protected Services' 24-hour emergency intake telephone number.</p> <p>The Program Manager will ensure that contracted foster care providers provide the following contact information, which shall be maintained and utilized by child welfare personnel during an emergency or disaster:</p> <ul style="list-style-type: none"> Care provider's daytime and evening phone numbers; Care provider's cell phone, if applicable; Foster Family Agency's 24-hour phone number; Foster Family Agency's Social Worker's cell phone.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>In the event that an emergency or disaster disrupts all normal channels of communication, the displaced employee will make reasonable ongoing efforts to initiate contact with child welfare personnel for purposes of notifying the agency of their displaced status. Additionally, the Supervisors and Program Manager will make reasonable ongoing efforts to initiate contact with employees believed to be displaced because of an emergency or disaster. Alternative channels of communication shall include the assistance of local law enforcement.</p>
Essential Function:	5. Communication frequency

Process Description:	Communication with displaced Social Workers and other essential child welfare personnel displaced because of an emergency or disaster shall be maintained on a daily basis during the emergency or disaster. The displaced employee shall make reasonable efforts to contact his/her immediate Supervisor and will notify his/her Supervisor of any changes to his/her contact information.
Essential Function:	6. Communication with media
Process Description:	In the event of an emergency or disaster, the Program Manager must be notified of any intended communication with the media. The Program Manager shall review in advance and approve any contact with the media
Essential Function:	7. Communication with volunteers
Process Description:	In the event of an emergency or disaster, the Program Manager and Supervisors shall ensure that appropriate communication between volunteers and child welfare personnel is maintained. Considerations include the balancing of confidential client information with delivery of volunteer services. Contact information on each volunteer shall be maintained by the Program Manager and Supervisors during the emergency or disaster.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	Nevada County Child Protective Services shall maintain the current 24-hour toll-free telephone number, which will remain accessible during an emergency or disaster.
CWS Disaster Response Criteria D:	Preserve essential program records:

Essential Function:	1. Record preservation process
Process Description:	<p>Nevada County Child Protective Services shall maintain both a computerized file and manual file for all children and families receiving child welfare services. Each Social Worker will ensure that all vital records are secured during an emergency or disaster. In addition, the Program Manager will ensure that all closed manual child welfare cases are secured during an emergency or disaster.</p> <p>In the event that child welfare records require relocation during an emergency or disaster, the Program Manager will arrange for the transportation and secure storage of the records at the identified location.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services shall make reasonable efforts to utilize a back-up record storage system. Such efforts shall include:</p> <ul style="list-style-type: none"> • Utilizing office laptops for record storage during the emergency or disaster; • Accessing the CWS/CMS system remotely and recording case information during an emergency or disaster. • Storing identified vital case records on storage disks or other identified storage systems during an emergency or disaster.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process

Process Description:	<p>Nevada County Child Protective Services shall maintain current contact information for care providers and Interstate Compact child welfare workers, and will provide both the care providers and the Interstate Compact child welfare workers with the Child Protective Services' 24-hour toll-free telephone number.</p> <p>In the event of an emergency or disaster, Nevada County Child Protective Services shall make reasonable efforts to initiate communication with all out of state care providers and Interstate Compact child welfare workers. The care providers and Interstate Compact child welfare workers shall be notified of the emergency or disaster, and the continued coordination of child welfare services shall be discussed for purposes of limiting any disruption in services.</p> <p>In the event that a child placed via the Interstate Compact is affected by the emergency or disaster, a determination shall be made with the sending state over the continued placement and disposition of the child.</p>
Essential Function:	2. Mental health providers
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services shall make reasonable efforts to initiate communication with all mental health providers for purposes of notifying the providers of the mental health needs for children affected by the emergency or disaster. If an affected child in need of mental health services is placed in Nevada County via the Interstate Compact, Nevada County Child Protective Services personnel will make reasonable efforts to share information with the Interstate Compact child welfare worker concerning the emergency or</p>

	disaster and the coordination of mental health needs of a child affected by the emergency or disaster. All efforts will be made to assist the Interstate Compact child welfare worker in identifying and coordinate mental health services.
Essential Function:	3. Courts
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall provide a timely update to the Juvenile Court in Nevada County of the status of each Dependent child.
Essential Function:	4. Federal partners
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall contact all Federal partners involved in the delivery of child welfare services and notify the partners of the emergency or disaster. Child welfare personnel shall place an emphasis on the sharing of necessary information with the Federal partners to promote the continuity of service delivery during the emergency or disaster.
Essential Function:	5. CDSS
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall contact the California Department of Social Services (CDSS) and notify CDSS of the emergency or disaster in Nevada County and those children placed in Nevada County via the Interstate Compact. Nevada County Child Protective Services shall coordinate emergency or disaster-related services with CDSS.
Essential Function:	6. Tribes
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services will timely notify all Native American Indian tribes involved in

	<p>Nevada County child welfare cases via the Indian Child Welfare Act. The tribes shall be notified of the nature of the emergency or disaster and whether the child described by the Indian Child Welfare Act has been affected by the emergency or disaster. As deemed appropriate, Nevada County Child Protective Services will coordinate identified services with the tribe to ensure the continued health and safety of the child.</p>
Essential Function:	7. Volunteers
Process Description:	<p>In the event of an emergency or disaster, the Program Manager and Supervisors shall ensure that appropriate communication between volunteers and child welfare personnel is maintained in order to maximize the delivery of volunteer services to children and families in Nevada County during an emergency or disaster.</p>